

JOB OPPORTUNITY/EXAMINATION BULLETIN

OFFICE OF LEGISLATIVE COUNSEL
LEGISLATIVE DATA CENTER



BUSINESS ANALYST

INFORMATION TECHNOLOGY SPECIALIST I, RANGE B (6LC11)
(EQUIVALENT TO: ASSISTANT INFORMATION SYSTEMS ANALYST)

JOB LOCATION: **SACRAMENTO, CALIFORNIA**
FINAL FILING DATE: **APRIL 29, 2016**

SALARY: \$3,353 - \$4,195

Our Agency

The Office of Legislative Counsel (OLC) is a small civil service department whose mission is to provide legal services and information technology support services to the State Legislature. The Legislative Data Center (LDC), as one of three branches of the OLC, is a customer service organization, delivering Information technology solutions to the California State Legislature. The LDC is dedicated to building and developing individual and collective expertise through business knowledge and teamwork. The LDC is committed to continuous learning and improving individual skills as technology changes.

The State of California provides excellent health benefits and retirement options, sick leave and vacation accrual, and paid state holidays. This position is located in the heart of downtown Sacramento. OLC employees are excluded from collective bargaining and, therefore, receive enhanced benefits and do not contribute fair share.

Your Role

The candidate will be part of the Information Technology Asset Management (ITAM) team and other ITAM support teams that have a passion, drive and determination to further improve IT asset and mobile asset inventory record accuracy for the Legislative Counsel Bureau, LDC, Assembly, Senate, and other entities (AKA: enterprise), and support IT hardware refresh projects that meets business needs and exceeds customer expectations. The candidate will provide ongoing semi-complex and critical functions via direct communication with customers and clients pertaining to asset management, inventory tracking, and reporting for all IT related assets for the enterprise. The candidate will work closely with Field Services and customer support team members and must use industry standards and best practices to meet the growing demand of the asset management function of the LDC. The candidate will review and update information on different databases to support the software asset management compliance program. In addition, the candidate will have a desire to learn and develop IT skills and knowledge base, on the California Legislative process and business. This role requires constant communication both verbal and written, with team members throughout the organization.

Your Expertise

- Experience in analyzing data and situations, reason logically and creatively, draw valid conclusions, develop effective solutions and use a variety of analytical techniques to resolve problems
- Working knowledge of Oracle Fixed Assets (FA), Web Applications Desktop Integration, Legislative Asset Management System, Flexera Flexnet Manager® Platform (FNMP), Microsoft System Center Configuration Manager (SCCM), Service Center tool, Symbol data collector, and internet software
- Experience working in a Microsoft Office Suite applications, such as Excel, Word and Access
- Knowledge of inventory management principles and practices
- Passion for providing excellent and responsive customer support, meeting customer business needs and a desire to expand upon existing technical skills
- Strong analytical and problem-solving skills and detail-oriented

Your Responsibilities

- Perform a variety of analytical and technical activities in support of recording the inventory data information and tracking all IT assets and mobile asset management
- Perform daily validations of IT assets and mobile asset deployment coming in and going out of the LDC
- Perform daily software asset management record updates to stay compliant
- Support IT hardware refresh projects by scanning assets in field offices and upload and reconcile data information to databases
- Perform physical inventory or cycle count activities at Assembly and Senate offices and throughout the rest of the enterprise
- Work with teams throughout the organization to share knowledge, suggest improvements and demonstrate creativity
- Be a part of a fun team of driven business analysts, support teams and managers to bounce off ideas and learn from
- Professional and personable demeanor, with excellent communication skills when contacting customers and clients
- Maintain professional internal/external relationships that adhere to the organization's core values
- Manage and maintain a schedule of work to ensure project schedules and deliverables are completed within agreed-upon timeframes
- Use creativity combined with common sense to meet challenges and resolve issues

Minimum Qualifications

A minimum of one (1) year of experience in each of the following: performing a variety of ITAM tasks with analytical functions associated with IT equipment uploads, troubleshooting inventory problems related to data uploads, asset retirements and asset tracking. Experience in performing analysis of IT asset management practices, using analysis methods to produce documented procedures and policies that meet the approval of LDC management and enforce them to produce accurate data records. Experience in providing customer service and technical support. Experience in defining tasks and estimate the time required to complete each task. Ability to understand policies of the broadest scope, interpret, and apply those policies to ensure software license compliance. Ability to work cooperatively in a close team setting and in a customer service organization. Ability to think tactically and strategically to provide analytical information and services that meet customers' needs. Ability to learn, interpret and apply new technologies to information technology problems. Ability to use good time management techniques to effectively organize and prioritize work assignments. Ability to deliver high-quality work products and associated deliverables that are completed within strict timelines meeting management and customer expectations. Excellent oral and written communication skills. Ability to establish and maintain positive working relationships with managers, peers, customers, and vendors.

Desirable Qualifications

Proficient experience in databases of the asset management system and Microsoft SCCM to effectively extract data for customers' information needs. Proficient experience in Oracle FA software application. Knowledge of a software license optimization tool, such as Flexera FNMP. Ability to analyze data and situations, reason logically and creatively, draw valid conclusions, develop effective solutions and evaluate alternatives to resolve problems and project assignments. Ability to work in an organized and efficient manner while under pressure, in order to meet challenging time constraints. Ability to adapt to changing priorities and complete multiple concurrent assignments and projects.

WHO MAY APPLY

Applicants must have a permanent civil service appointment with the Office of Legislative Counsel or qualify under the provisions of Government Code Section 18990, 18991 or 18992 and need to meet the Minimum Qualifications listed in this bulletin. It is your responsibility to make sure that you meet the minimum qualifications. Your signature on your application indicates that you have read, understood, and possess the minimum qualifications required. The LDC may use this selection process for up to one year to fill other vacancies, where job-related knowledge, skills, abilities and behaviors are the same or substantially similar to this advertised position. Applications will be screened and interviews scheduled for those candidates possessing the best qualifications and experience. Subject to SROA/Surplus.

HOW TO APPLY

Submit a standard state application and resume which demonstrates that you meet the Minimum Qualifications in this bulletin to the Office of Legislative Counsel Human Resources Office, Attn: K. Zanzi, 925 L Street, Suite 900, Sacramento, CA 95814. Applications must be received in the Human Resources Office by 5:00 p.m., Friday, April 29, 2016 or be postmarked by this date. **You must include on your application the alpha-numeric process indicator number 6LC11 after the position title on your application. Applications that do not contain the process indicator number will not be processed.** Please note on your application how you heard about this position. Technical questions regarding the position may be directed to Tan Dao at (916) 341-8860. Questions regarding the application process may be directed to Human Resources Office at (916) 341-8330.

SELECTION INFORMATION: The State of California is an equal opportunity employer to all, regardless of age, ancestry, color, disability (mental and physical), exercising the right to family care and medical leave, gender, gender expression, gender identity, genetic information, marital status, medical condition, military or veteran status, national origin, political affiliation, race, religious creed, sex (includes pregnancy, childbirth, breastfeeding and related medical conditions), and sexual orientation.

It is an objective of the State of California to achieve a drug-free workplace. Any applicant for State employment will be expected to behave in accordance with this objective because the use of illegal drugs is inconsistent with the law of the State, the rules governing civil service, and the special trust placed in public servants.

OTHER RELATED INFORMATION: The Office of Legislative Counsel reserves the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service law and rules and all competitors will be notified.

Applications are available at local offices of the Employment Development Department and the Office of Legislative Counsel Human Resources Office. The application form (STD. 678) is also available in several formats on the website at: <http://jobs.ca.gov/Profile/StateApplication>.

THIS IS A COMPETITIVE PROCESS. If you meet the minimum qualifications stated on this bulletin, you may file for this position. Possession of the qualifications does not guarantee inclusion in the selection process. Your performance in the selection process will be compared with the performance of all others who participate in this process, and does not guarantee an appointment to the position.

INTERVIEW SCOPE: If an interview is conducted, in addition to the minimum and desirable qualifications described on this bulletin, the panel will consider education, experience, personal development, personal traits, and fitness. In appraising experience, more weight will be given to the breadth and recency of pertinent experience and evidence of the candidate's ability to accept and fulfill increasing responsibilities than to the length of experience. Evaluation of a candidate's personal development will include consideration of recognition of training needs; plans for self-development; and the progress made in efforts toward self-development.

CALIFORNIA RELAY SERVICE:
TDD PHONE (800) 735-2929
VOICE PHONE (800) 735-2922